# GOVERNMENT OF INDIA
# CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
# LOK SABHA

UNSTARRED QUESTION NO:3449
ANSWERED ON:06.12.2016
Consumer Cases in Uttar Pradesh
Hegde Shri Anant Kumar Dattatreya;Mishra Shri Bhairon Prasad;Sahu Shri Chandu Lal;Vanaroja Smt. R.;Venugopal Dr. Ponnusamy

**Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:**

(a) whether even after 30 years of its enactment, the implementation of Consumer Act lies in tatters with low consumer rights awareness and dysfunctional consumer forums, if so, the details thereof along with the steps taken to ensure greater participation of consumers in the consumer movement;
(b) whether the consumer forums are affected by lack of punctuality, infrastructure constraints funding and manpower, if so, the remedial steps proposed to be taken by the Government in this regard;
(c) the number of cases filed in consumer courts in the country during the last three years, State/UT-wise including Chhattisgarh & Uttar Pradesh;
(d) the number of consumer cases pending and discharged during the last three years, State/UT-wise along with the steps taken to expedite disposal of pending cases; and
(e) whether there is any plan to set up a statutory watchdog body on the lines of SEBI to safeguard the rights of consumers, if so, the details thereof and if not, reasons therefor?

## Answer

MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

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(a): No Madam. The number of complaints filed in the three tier consumer Fora has risen over the years and has reached 46,71,770 since their inception, which is an indication of growing consumer awareness.
Further to spread the consumer movement in the country, the Department of Consumer Affairs has launched the 'Jago Grahak Jago' campaign for consumer awareness and has also been providing financial assistance to the Voluntary Consumer Organizations from the Consumer Welfare Fund for this purpose, among others.

(b): Under the provisions of the Consumer Protection Act, 1986 it is the responsibility of the State Governments to provide infrastructure and manpower to the State Consumer Disputes Redressal Commissions and the District Consumer Disputes Redressal Fora. The Central Government, however has been supplementing the efforts by providing financial assistance for strengthening the infrastructure of Consumer Fora in the States. In addition, the Central Government has also been sensitizing the States from time to time to take necessary measures for improving the functioning of the Consumer Fora.

The Hon'ble Supreme Court, based on the report of a Committee constituted by it to study the functioning of Consumer Fora in the country, has issued directions vide its order dated 21/11/2016 in Civil Appeal No. 2740/2007 containing certain measures for improving the functioning of the Fora.

(c) & (d): The number of cases filed and disposed of during the last three years state-wise, including Chhatisgarh and Uttar Pradesh is given in the Annexure.
With a view to dispose of the pendency, the National Commission has been holding Circuit Benches from time to time. Some of the State Commissions and District Forums are adopting the process of holding Lok Adalats for speedy disposal of the cases.
(e ): In the Consumer Protection Bill, 2015, already introduced in Parliament, provision has been made for establishment of an executive agency, to be known as the Central Consumer Protection Authority, which will look into unfair trade practices and promote, protect and enforce the rights of consumers.

ANNEXURE

STATEMENT REFERRED TO IN REPLY TO PARTS (c) and (d) OF LOK SABHA UNSTARRED QUESTION NO. 3449 FOR ANSWER ON 06.12.2016 REGARDING CONSUMER CASES IN UTTAR PRADESH
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YEAR-WISE FILING & DISPOSAL IN NATIONAL COMMISSION & STATE COMMISSIONS

2013 2014 2015
Filed Disposed Filed Disposed Filed Disposed
National Commission 7223 6602 6806 6668 5943 7259
Andhra Pradesh 1586 1467 1095 827 578 118
A & N lslands 2 2 2 0 3 1
Arunachal Pradesh 4 5 NA NA NA NA
Assam 63 419 NA NA NA NA
Bihar 597 325 NA NA NA NA
Chandigarh 825 874 961 980 1047 894
Chattisgarh 695 491 842 909 726 887
D & N Haveli/Daman &Diu 0 0 NA NA NA NA
Delhi 2173 1292 1295 1335 558 503
Goa 146 176 142 138 127 155
Gujrat 3365 6375 NA NA NA NA
Haryana 1073 905 1389 841 1370 1177
Himachal Pradesh 1584 1673 1945 1700 1089 1132
Jammu & Kashmir 388 423 304 329 1359 712
Jharkhand 170 173 219 175 188 218
Karnataka 2054 3008 2087 1523 1910 648
Kerala 1198 731 NA NA NA NA
Lakshadweep 1 0 0 NA 0 NA
Madhya Pradesh 2759 1793 2653 1069 1762 1473
Maharashtra 2756 2033 3412 1725 4485 853
Manipur - - 6 - 5 37
Meghalaya NA NA NA NA NA NA
Mizoram 8 5 9 3 4 1
Nagaland 4 3 15 0 10 44
Orissa 477 369 NA NA NA NA
Pondicherry 7 7 23 14 NA NA
Punjab 1636 3528 1923 2716 1673 2760
Rajasthan 2601 2312 2951 2024 3509 1779
Sikkim 7 5 6 7 NA NA
Tamilnadu 988 593 734 765 1121 721
Telangana 223 126 301 31 229 8
Tripura 132 37 71 130 NA NA
Uttar Pradesh 3572 4201 3137 4149 3453 3989
Uttarakhand 379 234 339 226 305 280
West Bengal 2520 1572 2827 1829 3213 2642

YEAR-WISE FILING & DISPOSAL IN
DISTRICT FORUMS

States 2013 2014 2015
Filed Disposed Filed Disposed Filed Disposed
Andhra Pradesh 3739 1149 1959 1062 1772 526
A & N lslands 30 31 30 50 14 17
Arunachal Pradesh 0N NA NA
0 NA
0 0 NA NA
0 NA
Assam 0 NA
NA NA
0 N NA
A0 n NA
ana0 NA
0 NA
0
Bihar 3730 2239 NA
0 NA
0 NA nNA
Chandigarh 2157 2165 2078 2048 2178 2019
Chattisgarh 1801 1785 2270 1954 2447 1460
D & N Haveli/Daman &Diu 0 NA 0 NA 0 NA NA
0 NA
0 NA
0

Delhi 7420 8226 8205 7739 3369 2690
Goa 208 294 214 276 199 198
Gujrat 8909 10003 0 0 0 0
Haryana 7714 10740 6881 8696 7822 7803
Himachal Pradesh 2024 2313 1860 1981 1613 1718
Jammu & Kashmir NA
0 NA
0 NA
0 NA
0 NA
0 NA
0
Jharkhand 1527 953 1296 1154 1374 1196
Karnataka 7703 6427 11113 6167 7848 6859
Kerala 6142 4770 NA NA0 NA0 NA0
Lakshadweep 2 0 NA NA NA NA NA
Madhya Pradesh 10430 11323 10330 8613 10774 8550
Maharashtra 9525 6914 13287 8486 14566 33724
Manipur 22 5 46 30 26 23
Meghalaya NA NA0 NA0 NA0 NA0 NA0
Mizoram 60 8 56 53 33 21
Nagaland NA0 NA0 NA0 N NAA0 NA0 NA0
Orissa 3240 2607 NA
na0 NA
0 NA
0 NA
0
Pondicherry 56 18 92 99 NA0 NA0
Punjab 8417 10198 7589 8135 7885 7104
Rajasthan 22140 20879 21792 20606 22990 20497
Sikkim 16 14 22 23 NA
0 NA0
Tamilnadu 3316 2498 2992 1858 2633 2180
Telangana 2058 1663 1977 1339 2133 738
Tripura NA
0na NA
0na NA
0 NA
0 NA
0 NA
0
Uttar Pradesh 26073 26060 23156 24579 24026 24639
Uttarakhand 1430 1316 1421 1112 1376 1414
West Bengal 5896 5116 6396 5892 6192 5522